

UPDATE

NORTH AMERICAN SAFETY VALVE

Summer, 2007



Allen Tanis
President

“We don’t take our customers for granted at NASVI.”

INSIDE

- Field Service Unit Delivers ...
- The Next Time They Ask ...
- NASVI Adds New Relief Valves ...

From the President’s Desk

I’m sure you’ve all heard this: It’s much smarter to work hard to keep the customers you already have than to go out and find new ones. I thought about this not long ago when our group health insurance renewal came up. Our insurance broker tried to “rubber stamp” it through – he didn’t even take the time to get a competitive quote from other carriers. He took our business for granted and, needless to say, we are no longer his customer.

We don’t take our customers for granted at NASVI. My background won’t allow me to do that, and my people aren’t allowed to do it either. We work hard to come up with the best price and delivery possible for every quote you send our way. It’s our way of saying “thanks” for your business and the trust you’ve placed in us.

Here’s more proof that we’re dedicated to giving you the best service possible: We have a person who answers the phone...and she’s right here in our office, in Kansas City! If you don’t think that’s a big deal, try calling a company and getting someone that’s located 8,000 miles away. A couple of days ago, I called the “dish network” to see where I could buy an extra remote control. And I was talking to someone in the Philippines. It might have been okay if the person knew what she was doing, but I couldn’t handle the

incompetence. I hung up in the middle of the conversation.

OK, I’m “venting.” And there’s a lot more bad service I could complain about, but I won’t. The point I’m making is that we never want you to have a reason to vent about NASVI. We need you to call on the end users and contractors, and find us as many inquiries as possible. Then we’ll work really hard to get you the product, the price and the service that will get you in the front door.

Anyone can sell pipe and fittings, but safety valves are a different animal. Even if you have an MRO contract that usually doesn’t include safety valves, go ahead and offer our field service as well as in-house repairs. Many plants have a set schedule for testing their safety valves. The smaller bronze valves usually are replaced, and this can add up to a nice sale. We recently did a turn around where we replaced 100 small valves (all in stock), repaired and/or reset 72 valves on site and sold them two steel boiler valves.

Again, we appreciate your business. If you’ve thought about sending us a quote but haven’t, give us a try. You’ll like us – I guarantee it. If you don’t, you can call me and vent.

Allen Tanis

Field Service Unit delivers on-site valve testing and repair

Sometimes even the fastest off-site service isn't good enough...the work must be performed at the site and within a very tight window of opportunity. And that's where NASVI's Field Service Unit delivers.

Fully-equipped repair shop on wheels

The self-contained repair shop and mobile testing stand unit offers on-site repair and resetting of safety valves during scheduled maintenance shutdowns.

Step into the mobile repair unit and you'll find all the equipment necessary to perform the highest-caliber repairs. Included is a sand blaster, compressor, lathe, mill/drill press, lapping stones – it's all inside. There's also a Consolidated® seat-resurfacing machine with all the adapters for every orifice in the Maxi-Flow® boiler line. Completed safety valve work will carry the VR stamp.

State-of-the-art computerized testing

The Field Service Unit also includes a state-of-the-art computerized lift-assist testing unit that allows for testing set pressures and resetting high-pressure safety valves in the field. The testing unit makes testing valves that are welded in-line or stationary possible without removing the valves. You won't be required to pressure down or increase pressure to test for set pressure. The lift-assist testing unit also allows for

resetting valves after repairs have been made while the valves are on-line.

If removing from service and shipping valves isn't practical or possible at your customer's plant, then the on-site Field Service Unit is the perfect answer. From the equipment on the truck to the people on the repair team, NASVI backs everything. Whether the customer needs the Field Service Unit for three days or three weeks, you're going to save them a lot of downtime and increase your opportunities for more valve sales.

If you have questions on how our new Field Service Unit can put money in your pocket, give us a call at (800) 800-8882.



The next time they ask for a new safety valve, call NASVI!

Not a week goes by that at least one caller asks "Do you know where I can get new safety valves?" We always answer yes. Then we ask them the kind of valve they need, its set pressure and where they want it shipped. The response is always the same. "I didn't know NASVI had new safety valves."

Yes, NASVI has new safety valves. In fact, we have the largest inventory and selection of safety and relief valves in the country. And most can be set and shipped the same day from our centrally located warehouse and repair facility.

We do our best to have the right valves in stock and available for immediate shipment. Most companies base their inventory on the principle of having some everyday, regular items and making the customer wait for anything out of the ordinary.

Our view? Selling from an empty wagon is an empty promise. So on our shelves you'll find safety valves from 1/4" up to 12" in brass/bronze, carbon steel, stainless steel, and even some hard-to-find metals like Hastelloy and Monel.

In addition to our large inventory of new valves, we also offer remanufactured valves. These are available at a substantial discount, which makes them a high quality and higher profit option. Most of our remanufactured inventory is carbon or stainless steel flanged valves.

And there's still another option – our reliable on-site repair facility. All in all, you're able to give your customers maximum choice when you call on us.

The next time your customer asks if you can get a new safety valve fast, give us a call. You'll impress him with a good price and you can promise that fast delivery he wanted.

If you're looking for new safety and relief valves, look to NASVI! Just to give you an idea of what our inventory looks like, our shelves are stocked with...

- more than 18,000 valves in 4,000 varieties
- sufficient quantities to serve more than 10,000 customers in 20-plus countries worldwide
- enough valves to set and ship an average of 150 per day
- backed by a repair capacity of 40 valves per week
- and placed on a fast track to you by having six different test stands to calibrate valves for same-day shipping.

On-site testing, repair and resetting of:

- Safety valves

Plus, on-site repair of:

- Regulator valves
- Control valves
- Pressure-sealed gate valves
- Globe valves

NASVI Adds T & P Relief Valves to Our Lineup of New Valves

New Apollo 18C series valves are in stock, ready to ship!

NASVI works hard to make sure our customers have the valves they need to keep their customers happy. You've requested that we add an automatic temperature and pressure relief valve line to our stock. We are happy to announce that we added the Apollo line of American-made valves to our lineup.

The Apollo® 18C Series bronze automatic temperature and pressure relief valves are used for high capacity protection of commercial hot water heaters and storage tanks. The series feature:

- ASME Section IV Certified Capacity
- 3/4" through 2" NPT Connections
- CSA Listed and Certified to ANSI Z21.22

- 125 and 150 psig Set Pressures @ 210F max
- Coated Element Protects Against Corrosion
- SS Elements (1-1/2" and 2")

The brass bodied valves are approved for ASME Section IV Heating Boilers and carry the Canadian Registration Number CSA-0G1438.6C.

Make sure your customers know you now have fast access to the complete line of 18C-500 Series Commercial ASME T & P relief valves for same day shipment. If you have questions, call your NASVI Application Engineer for more information or visit our website at www.nasvi.com.

Adding new lines and inventory, just one more reason to look to NASVI for all your safety and relief valves needs. Next time give us a call. We are here to help you make more sales.



NASVI's UPS Online Tracking saves you time and improves customer service

You can now track the delivery of items shipping from North American Safety Valve via UPS at our web site www.nasvi.com

No more calling for tracking numbers or shipping charges. Just go to our web site, click on "UPS Shipment Tracking." You'll be prompted for your ship to zip code and your PO number. Then just click "Find Shipment."

The next screen will give you, in addition to information you provided, the North American invoice number, the UPS tracking number and the freight amount on the invoice. For all the delivery information, click on the tracking number and you'll get the delivery status. If it's delivered, it tells you when, where and who signed for it. If it's not, click "detail" under the tracking number and get the package progress.

It's quick, easy and it will save you time. Plus, you don't have to wait for freight charges to get your invoice out.

For all other shipment tracking call 1-800-800-8882.



North American Safety Valve Industries, Inc.

Your total source for all lines of:

- New Safety Valves
- Remanufactured Safety Valves
- Repair Services
- Replacement Parts
- Reset Services
- On-site Repairs

1500 Iron Street
 North Kansas City, MO 64116
 Toll-free: (800) 800-8882
 Local: (816) 421-7042
 FAX: (816) 421-0297

E-mail: sales@nasvi.com
www.nasvi.com

RETURN SERVICE REQUESTED

1500 Iron Street
 North Kansas City, MO 64116

North American Safety Valve Industries, Inc.



FRSRT STD
 U.S. POSTAGE
 PAID
 PERMIT NO. 5887
 KANSAS CITY MO